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Sep 6th 2018

Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

The dedication of local councils, state and federal governments nurturing competition is one of the cornerstones of Americas success. Every customer benefits from businesses striving to provide the best service possible and thereby increase market-share. What is the incentive to improve or address customers concerns if customers have no alternative?

I live in Tiburon, Ca. Until recently, the only internet options were AT&T and Comcast. I choose AT&T, however, the service was so bad I cancelled my internet service in 2012, and choose not to use Comcast due to its dreadful reputation. I resorted to using the Tiburon Library WFI service instead of home internet. This was far from convenient; but was less stressful than constantly having to deal with AT&T billing issues. I signed up for Sonic as soon as I became aware of the service in Tiburon (September 2017). I am thrilled and delighted with the service.

1. Customer service is excellent
2. Billing is consistent
3. Billing is aligned with the advertised rates
4. No hidden charges.

It is like night and day in comparison of dealing with AT&T. It would be far better for my health, to deal with the limitations of relying on internet services at the Tiburon library than having my blood pressure negatively impact my health.

I am about to launch my own business as a pharmaceutical regulatory consultant, consequently I will need consistent and ongoing access to the internet. I do not know what I would do without Sonic, but relying on AT&T is definitely not an option.

I hope my perspective is useful in your determination of the importance of ensuring competition and choice.

Thanking you,
Mary ODonovan
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